

Exhibit 300: Capital Asset Plan and Business Case Summary**Part I: Summary Information And Justification (All Capital Assets)****Section A: Overview (All Capital Assets)**

1. Date of Submission: 2010-03-19 12:29:51

2. Agency: 015

3. Bureau: 45

4. Name of this Investment: Account Management Services (AMS)

5. Unique Project (Investment) Identifier: 015-45-01-14-01-2536-00

6. What kind of investment will this be in FY 2011?: Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. What was the first budget year this investment was submitted to OMB? *

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.

The Modernization Vision and Strategy (MV&S) effort in 2006 revalidated the need to modernize managing taxpayer accounts. As IRS continues to modernize its databases, the ability to provide immediate access to integrated account data, enable real-time transaction processing and daily account settlement is critical to improving customer service and advancing business results within the Managing Taxpayer Accounts domain. Customer Service Representatives (CSRs) work with outdated technologies and business processes that impede productivity and prevent access to comprehensive, timely information. AMS leverages existing IRS systems by building on the existing AMS program to address new business functionality which is required to improve the taxpayer interface with the IRS. AMS will integrate/replace the Correspondence Imaging System (CIS) and Desktop Integration (DI) into its foundation and will interface with other complex Treasury systems such as Integrated Data Retrieval System (IDRS), Customer Account Data Engine (CADE) and Individual Master File (IMF) Master File to develop a user interface and provide access to the AMS case folder for data access. IRS is pursuing an integrated Manage Tax Account (MTA) strategy. We anticipate that MTA will require us to reassess and realign components of the AMS investment over the next several months to take into account these efforts.

a. Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.

9. Did the Agency's Executive/Investment Committee approve this request? *

a. If "yes," what was the date of this approval? *

10. Contact information of Program/Project Manager?

- Name: *
- Phone Number: *
- Email: *

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): *

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President's Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table 1: Contracts/Task Orders Table

Contract or Task Order Number	Type of Contract/Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
IRS TIRNO99D000010116	FFP: Firm Fixed Price	Y	2004-02-20	2004-11-30	2009-05-09	\$228.8	*	*	*	*	*
TIRNO06D000060009	CPIF: Cost Plus Incentive Fee	Y	2008-02-01	2008-02-01	2010-08-31	\$9.5	*	*	*	*	*
TIRNO99D000010141 (AMS)	CPFF: Cost Plus Fixed Fee	Y	2007-09-28	2007-09-28	2012-07-31	\$53.4	*	*	*	*	*
TIRNO06D000130013 (AMS)	FFP: Firm Fixed Price	Y	2006-08-31	2006-08-31	2011-08-30	\$37.4	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *

a.If "yes," what is the date? *

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Effectively Managed U.S. Government Finances	*	*	AMS screens will display in 5 seconds or less	94%	95%	96.19%
2010	Effectively Managed U.S. Government Finances	*	*	AMS screens will display in 5 seconds or less	94%	95%	
2011	Effectively Managed U.S. Government Finances	*	*	AMS screens will display in 5 seconds or less	94%	95%	
2012	Effectively Managed U.S. Government Finances	*	*	AMS screens will display in 5 seconds or less	94%	95%	
2010	Effectively Managed U.S. Government Finances	*	*	Availability of Imaging Systems to Customer Service Representatives and Tax Examiners	97%	99.7%	99.2
2011	Effectively Managed U.S. Government Finances	*	*	Availability of Imaging Systems to Customer Service Representatives and Tax Examiners	97%	99.7%	
2012	Effectively Managed U.S. Government Finances	*	*	Availability of Imaging Systems to Customer Service Representatives and Tax Examiners	97%	99.7%	
2013	Effectively Managed U.S. Government Finances	*	*	Availability of Imaging Systems to Customer Service Representatives and Tax Examiners	97%	99.7%	
2010	Effectively Managed U.S. Government Finances	*	*	Increase in online vs. manual transcript requests by taxpayer	1,700,000	1,800,000	2,374,213
2011	Effectively Managed U.S. Government Finances	*	*	Increase in online vs. manual transcript requests by	1,700,000	1,800,000	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				taxpayer			
2012	Effectively Managed U.S. Government Finances	*	*	Increase in online vs. manual transcript requests by taxpayer	1,700,000	1,800,000	
2013	Effectively Managed U.S. Government Finances	*	*	Increase in online vs. manual transcript requests by taxpayer	1,700,000	1,800,000	
2010	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Telephone Service: Percent of customers responding they are either satisfied or very satisfied with IRS' telephone service (based on surveys of a random group of recent customers)	93%	93%	Avail in March
2011	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Telephone Service: Percent of customers responding they are either satisfied or very satisfied with IRS' telephone service (based on surveys of a random group of recent customers)	95%	96%	
2012	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Telephone Service: Percent of customers responding they are either satisfied or very satisfied with IRS' telephone service (based on surveys of a random group of recent customers)	95%	96%	
2013	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Telephone Service:	95%	96%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				Percent of customers responding they are either satisfied or very satisfied with IRS' telephone service (based on surveys of a random group of recent customers)			
2010	Effectively Managed U.S. Government Finances	*	*	Accuracy of Adjustments and Responses to Taxpayer Correspondence: Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate	88.8%	88.8%	88.85%
2011	Effectively Managed U.S. Government Finances	*	*	Accuracy of Adjustments and Responses to Taxpayer Correspondence: Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate	88.7%	89.7%	
2012	Effectively Managed U.S. Government Finances	*	*	Accuracy of Adjustments and Responses to Taxpayer Correspondence: Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate	88.7%	89.7%	
2013	Effectively Managed U.S. Government Finances	*	*	Accuracy of Adjustments and Responses to Taxpayer Correspondence: Percent of adjustments to taxpayer	88.7%	89.7%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				accounts and answers to taxpayer issues provided by			
2010	Effectively Managed U.S. Government Finances	*	*	Customer Contacts Resolved Per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones, internet, walk-in) divided by FTE used	0690-09-01	0690-09-01	0964-03-01
2011	Effectively Managed U.S. Government Finances	*	*	Customer Contacts Resolved Per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones, internet, walk-in) divided by FTE used	0759-09-01	0856-09-01	
2012	Effectively Managed U.S. Government Finances	*	*	Customer Contacts Resolved Per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones, internet, walk-in) divided by FTE used	0759-09-01	0856-09-01	
2013	Effectively Managed U.S. Government Finances	*	*	Customer Contacts Resolved Per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones, internet, walk-in) divided by FTE used	0759-09-01	0856-09-01	
2010	Effectively	*	*	Telephone	71%	71%	68.3%

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Managed U.S. Government Finances			Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister			
2011	Effectively Managed U.S. Government Finances	*	*	Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	81%	82%	
2012	Effectively Managed U.S. Government Finances	*	*	Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	81%	82%	
2013	Effectively Managed U.S. Government Finances	*	*	Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	81%	82%	
2010	Effectively Managed U.S. Government Finances	*	*	Accounts Accuracy for Telephone Service: Percent of answers provided by IRS telephone assisters on taxpayer accounts questions which are accurate. Goal to maintain same level of accuracy/performance with annual increases in contacts.	93.7%	93.7%	95.71%
2011	Effectively Managed U.S. Government	*	*	Accounts Accuracy for Telephone	93.9%	94.9%	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Finances			Service: Percent of answers provided by IRS telephone assisters on taxpayer accounts questions which are accurate. Goal to maintain same level of accuracy/performance with annual increases in contacts.			
2012	Effectively Managed U.S. Government Finances	*	*	Accounts Accuracy for Telephone Service: Percent of answers provided by IRS telephone assisters on taxpayer accounts questions which are accurate. Goal to maintain same level of accuracy/performance with annual increases in contacts.	93.9%	94.9%	
2013	Effectively Managed U.S. Government Finances	*	*	Accounts Accuracy for Telephone Service: Percent of answers provided by IRS telephone assisters on taxpayer accounts questions which are accurate. Goal to maintain same level of accuracy/performance with annual increases in contacts.	93.9%	94.9%	
2010	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with	65%	65%	Avail in March

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
IRS'							
2011	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with IRS' correspondence service (based on surveys of a random group of recent customers)	65%	66%	
2012	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with IRS' correspondence service (based on surveys of a random group of recent customers)	65%	66%	
2013	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Correspondence Service: Percent of customers responding they are either satisfied or very satisfied with IRS' correspondence service (based on surveys of a random group of recent customers)	65%	66%	
2013	Effectively Managed U.S. Government Finances	*	*	AMS screens will display in 5 seconds or less	94%	95%	
2009	Effectively Managed U.S. Government Finances	*	*	Availability of Imaging Systems to Customer Service Representatives	97%	99.7%	99.9%

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				& Tax Examiners			
2009	Effectively Managed U.S. Government Finances	*	*	Increase in online vs. manual transcript requests by taxpayer	1,700,000	1,800,000	2,139,576
2009	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction with Telephone Service: Percent of customers responding they are either satisfied or very satisfied with IRS' telephone service (based on surveys of a random group of recent customers)	95%	96%	93%
2009	Effectively Managed U.S. Government Finances	*	*	Accuracy of Adjustments & Responses to Taxpayer Correspondence: % of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate	88.7%	89.7%	90.5%
2009	Effectively Managed U.S. Government Finances	*	*	Customer Contacts Resolved per Staff Year: Total taxpayer contacts resolved for IRS customer service programs (phones, Internet, walk-in) divided by FTE used	0759-09-01	0856-09-01	0918-12-01
2009	Effectively Managed U.S. Government Finances	*	*	Telephone Level of Service: % of time that taxpayers calling IRS toll-free operations successfully reach a live assister	69%	69%	70.0%
2009	Effectively	*	*	Accounts	93.9%	94.9%	92.9%

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Managed U.S. Government Finances			Accuracy for Telephone Service: % of answers provided by IRS telephone assistants on taxpayer accounts questions which are accurate. Goal is to maintain same level of accuracy/performance w/ annual increases in contacts.			
2009	Effectively Managed U.S. Government Finances	*	*	Customer Satisfaction w/ Correspondence Service: % of customers responding they are either satisfied or very satisfied w/ IRS' correspondence service (based on surveys of a random group of recent customers)	65%	66%	64%

Part II: Planning, Acquisition And Performance Information

Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
AMS Release 1.2 Deployment of Electronic Transcripts	\$0.6	\$0.9	2008-10-01	2008-10-01	2008-11-11	2008-11-13	100.00%	100.00%
AMS Release 1.3 rehosts two existing applications (CIS and DI) onto Enterprise Architecture Compliant hardware and software platforms and integrates these systems into a single AMS application.	\$9.0	\$9.8	2008-10-01	2008-10-01	2009-05-31	2009-05-28	100.00%	100.00%
AMS Release 2.1 Virtual case folder to consolidate data from multiple sources in a single Customer Service Representative (CSR) workspace, CSR productivity enhancements to automate manual tasks	\$13.0	\$13.8	2008-10-01	2008-10-01	2010-02-08	2010-02-08	100.00%	100.00%
FY 2009 O&M	\$17.0	\$8.9	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY 2010 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative	\$20.9	\$13.7	2009-10-01	2009-10-01	2010-09-30		73.39%	65.74%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
changes, hardware, software, security, etc.								
FY 2011 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2010-10-01		2011-09-30		0.00%	0.00%
FY 2012 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2011-10-01		2012-09-30		0.00%	0.00%
FY 2013 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes,	*	*	2012-10-01		2013-09-30		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
hardware, software, security, etc.								
FY 2014 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2013-10-01		2014-09-30		0.00%	0.00%
FY 2015 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2014-10-01		2015-09-30		0.00%	0.00%
FY 2016 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware,	*	*	2015-10-01		2016-09-30		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
software, security, etc.								
FY 2017 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2016-10-01		2017-09-30		0.00%	0.00%
FY 2018 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2017-10-01		2018-09-30		0.00%	0.00%
FY 2019 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2018-10-01		2019-09-30		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
security, etc.								
FY 2020 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2019-10-01		2020-09-30		0.00%	0.00%
FY 2021 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2020-10-01		2021-09-30		0.00%	0.00%
FY 2022 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2021-10-01		2022-09-30		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY 2023 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2022-10-01		2023-09-30		0.00%	0.00%
FY 2024 Operations and Maintenance of AMS - continued operations and maintenance of the Account Management Services application, including the Correspondence Imaging System (CIS), legislative changes, hardware, software, security, etc.	*	*	2023-10-01		2024-09-30		0.00%	0.00%

* - Indicates data is redacted.